

# Enterprise Incident Report August 2012

As of 9/4/2012

## Natural Resources

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 1	0 0	8 1
	Billing	Robert Paul	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Campus Networking	Harry Mingo	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	1 1	2 1	3 2
		<b>Assigned to Individual Total</b>	0 0	2 1	2 1	4 2
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Natural Resources	Capitol Hosting	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	6	0	6
			0	6	0	6
		Eileen Dubach	0	2	0	2
			0	2	0	2
		James Stearns	0	4	0	4
			0	4	0	4
		Julie VanBeekum	0	5	0	5
			0	4	0	4
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	9	0	9
			0	9	0	9
		<b>Assigned to Individual Total</b>	0	27	0	27
			0	25	0	25
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1

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## Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	0 0	29 11	0 0	29 11
		Dusty Serr	0 0	22 12	1 1	23 13
		Lynn McCrary	0 0	3 0	0 0	3 0
		Paul Gedge	0 0	6 2	0 0	6 2
		<b>Assigned to Individual Total</b>	0 0	60 25	1 1	61 26
	Metro D Help Desk	Doug Brown	0 0	37 33	1 0	38 33
		Jed Patrick	0 0	17 13	0 0	17 13
		John Robinson	0 0	42 37	0 0	42 37
		<b>Assigned to Individual Total</b>	0 0	96 83	1 0	97 83
	Metro D Hosting	Donny Ford	1 0	4 0	0 0	5 0
		Sean McMillan	0 0	2 0	0 0	2 0
		Steven Haderlie	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	8 0	0 0	9 0
	Network Operations	Cory Greenwell	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Natural Resources	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	6 0	2 0	8 0
		Robert Ryan	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	11 0	2 0	13 0
	Rural Central Desktop Support	Jay Barfuss	0 0	4 2	0 0	4 2
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	12 12	0 0	12 12
		Todd Hardy	0 0	9 9	0 0	9 9
		<b>Assigned to Individual Total</b>	0 0	28 23	0 0	28 23
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	1 1	0 0	1 1
		Lori Hartzell	0 0	4 1	0 0	4 1

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## Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Rural North Desktop Support	Neil Smedley	0 0	2 0	0 0	2 0
		Robert Stock	0 0	1 1	0 0	1 1
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 3	0 0	11 3
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	7 3	0 0	7 3
		Doug Thornton	0 0	6 3	0 0	6 3
		Joel Finlinson	0 0	1 1	0 0	1 1
		Lance Nay	0 0	2 1	0 0	2 1
		Lane Adams	0 0	5 0	0 0	5 0
		Ryan Bennett	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	26 8	0 0	26 8
	Salt Lake Data Center Operations	Tom Paden	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	7 5	0 0	7 5
		Assigned to Individual Total	0 0	10 5	0 0	10 5
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Assigned Group Total		1 0	295 176	7 2	303 178
Customer Company Total			1 0	295 176	7 2	303 178

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## Natural Resources

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 2	0 0	5 2
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	8 3	0 0	8 3
	Billing	Robert Paul	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Campus Networking	Harry Mingo	0 0	1 1	0 0	1 1
		Jordy Davis	0 0	1 1	2 0	3 1
		<b>Assigned to Individual Total</b>	0 0	2 2	2 0	4 2
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Capitol Hosting	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	6	0	6
			0	0	0	0
		Eileen Dubach	0	2	0	2
			0	0	0	0
		James Stearns	0	4	0	4
			0	0	0	0
		Julie VanBeekum	0	5	0	5
			0	0	0	0
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	9	0	9
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	27	0	27
			0	0	0	0
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0



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## Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	0 0	29 0	0 0	29 0
		Dusty Serr	0 0	22 1	1 0	23 1
		Lynn McCrary	0 0	3 0	0 0	3 0
		Paul Gedge	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	60 1	1 0	61 1
	Metro D Help Desk	Doug Brown	0 0	37 0	1 0	38 0
		Jed Patrick	0 0	17 0	0 0	17 0
		John Robinson	0 0	42 0	0 0	42 0
		<b>Assigned to Individual Total</b>	0 0	96 0	1 0	97 0
	Metro D Hosting	Donny Ford	1 0	4 0	0 0	5 0
		Sean McMillan	0 0	2 2	0 0	2 2
		Steven Haderlie	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	1 0	8 3	0 0	9 3
	Network Operations	Cory Greenwell	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Network Operations	Jeff Reed	0 0	1 1	0 0	1 1
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	6 2	2 0	8 2
		Robert Ryan	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	11 4	2 0	13 4
	Rural Central Desktop Support	Jay Barfuss	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	12 1	0 0	12 1
		Todd Hardy	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	28 1	0 0	28 1
	Rural North Desktop Support	Dane Smith	0 0	2 1	0 0	2 1
		Kim Ratuszniak	0 0	1 0	0 0	1 0
		Lori Hartzell	0 0	4 0	0 0	4 0

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## Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Rural North Desktop Support	Neil Smedley	0 0	2 0	0 0	2 0
		Robert Stock	0 0	1 1	0 0	1 1
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 2	0 0	11 2
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	7 3	0 0	7 3
		Doug Thornton	0 0	6 0	0 0	6 0
		Joel Finlinson	0 0	1 0	0 0	1 0
		Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	5 2	0 0	5 2
		Ryan Bennett	0 0	4 2	0 0	4 2
		<b>Assigned to Individual Total</b>	0 0	26 7	0 0	26 7
	Salt Lake Data Center Operations	Tom Paden	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Assigned Group Total		1 0	295 24	7 0	303 24
Customer Company Total			1 0	295 24	7 0	303 24

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## Natural Resources

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	0 0.00	5 0.76	0 0.00	5 0.76
		Dustin Crump	0 0.00	1 0.07	0 0.00	1 0.07
		Martin Gonzalez	0 0.00	1 0.23	0 0.00	1 0.23
		Tony Larsen	0 0.00	1 1.09	0 0.00	1 1.09
		<b>Assigned to Individual Total</b>	0 0.00	8 0.65	0 0.00	8 0.65
	Billing	Robert Paul	0 0.00	1 147.44	0 0.00	1 147.44
		<b>Assigned to Individual Total</b>	0 0.00	1 147.44	0 0.00	1 147.44
	Campus Networking	Harry Mingo	0 0.00	1 5.17	0 0.00	1 5.17
		Jordy Davis	0 0.00	1 19.93	2 0.54	3 7.00
		<b>Assigned to Individual Total</b>	0 0.00	2 12.55	2 0.54	4 6.54
	Capitol Hosting	Joe Benson	0 0.00	1 0.82	0 0.00	1 0.82

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## Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	0 0.00	1 0.82	0 0.00	1 0.82
	Help Desk	Brenda Treadway	0 0.00	6 0.00	0 0.00	6 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	5 0.06	0 0.00	5 0.06
		Sarah Johnson	0 0.00	1 0.03	0 0.00	1 0.03
		Vicky Marrelli	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	27 0.01	0 0.00	27 0.01
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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## Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	0 0.00	29 0.25	0 0.00	29 0.25
		Dusty Serr	0 0.00	22 0.18	1 0.00	23 0.17
		Lynn McCrary	0 0.00	3 0.14	0 0.00	3 0.14
		Paul Gedge	0 0.00	6 0.26	0 0.00	6 0.26
		<b>Assigned to Individual Total</b>	0 0.00	60 0.22	1 0.00	61 0.21
	Metro D Help Desk	Doug Brown	0 0.00	37 0.04	1 0.83	38 0.06
		Jed Patrick	0 0.00	17 0.08	0 0.00	17 0.08
		John Robinson	0 0.00	42 0.04	0 0.00	42 0.04
		<b>Assigned to Individual Total</b>	0 0.00	96 0.04	1 0.83	97 0.05
	Metro D Hosting	Donny Ford	1 0.25	4 0.38	0 0.00	5 0.35
		Sean McMillan	0 0.00	2 1.25	0 0.00	2 1.25
		Steven Haderlie	0 0.00	2 0.66	0 0.00	2 0.66
		<b>Assigned to Individual Total</b>	1 0.25	8 0.67	0 0.00	9 0.62
	Network Operations	Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTIR Total
Natural Resources	Network Operations	Jeff Reed	0 0.00	1 1.77	0 0.00	1 1.77
		Kelli Okumura	0 0.00	1 0.18	0 0.00	1 0.18
		Michael Ostrander	0 0.00	6 1.81	2 0.00	8 1.36
		Robert Ryan	0 0.00	2 1.08	0 0.00	2 1.08
		<b>Assigned to Individual Total</b>	0 0.00	11 1.36	2 0.00	13 1.15
	Rural Central Desktop Support	Jay Barfuss	0 0.00	4 0.07	0 0.00	4 0.07
		Jeremy Standifird	0 0.00	2 0.00	0 0.00	2 0.00
		Jessica Purcell	0 0.00	1 0.46	0 0.00	1 0.46
		Rod Montoya	0 0.00	12 0.09	0 0.00	12 0.09
		Todd Hardy	0 0.00	9 0.00	0 0.00	9 0.00
		<b>Assigned to Individual Total</b>	0 0.00	28 0.06	0 0.00	28 0.06
	Rural North Desktop Support	Dane Smith	0 0.00	2 1.05	0 0.00	2 1.05
		Kim Ratuszniak	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Hartzell	0 0.00	4 0.16	0 0.00	4 0.16



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			High	Low	Medium	ATTIR Total
Natural Resources	Rural North Desktop Support	Neil Smedley	0 0.00	2 0.43	0 0.00	2 0.43
		Robert Stock	0 0.00	1 2.29	0 0.00	1 2.29
		Wayne Higgs	0 0.00	1 0.65	0 0.00	1 0.65
		<b>Assigned to Individual Total</b>	0 0.00	11 0.59	0 0.00	11 0.59
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.91	0 0.00	1 0.91
		Doug Chaston	0 0.00	7 0.52	0 0.00	7 0.52
		Doug Thornton	0 0.00	6 0.27	0 0.00	6 0.27
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	5 0.75	0 0.00	5 0.75
		Ryan Bennett	0 0.00	4 1.02	0 0.00	4 1.02
		<b>Assigned to Individual Total</b>	0 0.00	26 0.54	0 0.00	26 0.54
	Salt Lake Data Center Operations	Tom Paden	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00

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## Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Voice Operations	Gail Christiansen	0 0.00	3 0.12	0 0.00	3 0.12
		Romanza Hamblin Sorensen	0 0.00	7 0.26	0 0.00	7 0.26
		Assigned to Individual Total	0 0.00	10 0.22	0 0.00	10 0.22
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.57	1 0.57
		Mike Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Spencer Blodgett	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	2 0.07	1 0.57	3 0.23
	Assigned Group Total		1 0.25	295 0.82	7 0.35	303 0.81
Customer Company Total		1 0.25	295 0.82	7 0.35	303 0.81	

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## Natural Resources

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Billing	Robert Paul	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Campus Networking	Harry Mingo	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	1 1	2 0	3 1
		<b>Assigned to Individual Total</b>	0 0	2 1	2 0	4 1
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	5 0	0 0	5 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	27 0	0 0	27 0
	Internal Application Development and Support	Beth Hendricks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	0 0	29 7	0 0	29 7
		Dusty Serr	0 0	22 2	1 0	23 2
		Lynn McCrary	0 0	3 0	0 0	3 0
		Paul Gedge	0 0	6 2	0 0	6 2
		<b>Assigned to Individual Total</b>	0 0	60 11	1 0	61 11
	Metro D Help Desk	Doug Brown	0 0	37 0	1 0	38 0
		Jed Patrick	0 0	17 0	0 0	17 0
		John Robinson	0 0	42 0	0 0	42 0
		<b>Assigned to Individual Total</b>	0 0	96 0	1 0	97 0
	Metro D Hosting	Donny Ford	1 0	4 0	0 0	5 0
		Sean McMillan	0 0	2 1	0 0	2 1
		Steven Haderlie	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	8 1	0 0	9 1
	Network Operations	Cory Greenwell	0 0	1 0	0 0	1 0

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## Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Network Operations	Jeff Reed	0 0	1 1	0 0	1 1
		Kelli Okumura	0 0	1 1	0 0	1 1
		Michael Ostrander	0 0	6 1	2 0	8 1
		Robert Ryan	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	11 3	2 0	13 3
	Rural Central Desktop Support	Jay Barfuss	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	12 1	0 0	12 1
		Todd Hardy	0 0	9 0	0 0	9 0
		<b>Assigned to Individual Total</b>	0 0	28 1	0 0	28 1
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Kim Ratuszniak	0 0	1 0	0 0	1 0
		Lori Hartzell	0 0	4 0	0 0	4 0

# Enterprise Incident Report August 2012

As of 9/4/2012

## Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Rural North Desktop Support	Neil Smedley	0 0	2 0	0 0	2 0
		Robert Stock	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	7 0	0 0	7 0
		Doug Thornton	0 0	6 0	0 0	6 0
		Joel Finlinson	0 0	1 0	0 0	1 0
		Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	5 0	0 0	5 0
		Ryan Bennett	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	26 0	0 0	26 0
	Salt Lake Data Center Operations	Tom Paden	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

# Enterprise Incident Report August 2012

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## Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Assigned Group Total		1 0	295 18	7 0	303 18
Customer Company Total			1 0	295 18	7 0	303 18



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## Natural Resources

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Natural Resources	Application Services	Danielle Hood	0 0.00	5 2.24	0 0.00	5 2.24
		Dustin Crump	0 0.00	1 0.66	0 0.00	1 0.66
		Martin Gonzalez	0 0.00	1 4.43	0 0.00	1 4.43
		Tony Larsen	0 0.00	1 4.72	0 0.00	1 4.72
		<b>Assigned to Individual Total</b>	0 0.00	8 2.63	0 0.00	8 2.63
	Billing	Robert Paul	0 0.00	1 147.44	0 0.00	1 147.44
		<b>Assigned to Individual Total</b>	0 0.00	1 147.44	0 0.00	1 147.44
	Campus Networking	Harry Mingo	0 0.00	1 5.17	0 0.00	1 5.17
		Jordy Davis	0 0.00	1 20.96	2 0.54	3 7.34
		<b>Assigned to Individual Total</b>	0 0.00	2 13.07	2 0.54	4 6.80
	Capitol Hosting	Joe Benson	0 0.00	1 0.99	0 0.00	1 0.99

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## Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Capitol Hosting	Assigned to Individual Total	0 0.00	1 0.99	0 0.00	1 0.99
	Help Desk	Brenda Treadway	0 0.00	6 0.00	0 0.00	6 0.00
		Eileen Dubach	0 0.00	2 0.11	0 0.00	2 0.11
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	5 0.12	0 0.00	5 0.12
		Sarah Johnson	0 0.00	1 0.14	0 0.00	1 0.14
		Vicky Marrelli	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	27 0.03	0 0.00	27 0.03
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	1 0.39	0 0.00	1 0.39
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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## Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Metro D Desktop Support	Denise Wardle	0 0.00	29 4.12	0 0.00	29 4.12
		Dusty Serr	0 0.00	22 1.66	1	23 1.66
		Lynn McCrary	0 0.00	3 1.47	0 0.00	3 1.47
		Paul Gedge	0 0.00	6 8.92	0 0.00	6 8.92
		<b>Assigned to Individual Total</b>	0 0.00	60 3.55	1	61 3.55
	Metro D Help Desk	Doug Brown	0 0.00	37 0.04	1 0.83	38 0.06
		Jed Patrick	0 0.00	17 0.08	0 0.00	17 0.08
		John Robinson	0 0.00	42 0.07	0 0.00	42 0.07
		<b>Assigned to Individual Total</b>	0 0.00	96 0.06	1 0.83	97 0.07
	Metro D Hosting	Donny Ford	1 0.68	4 2.65	0 0.00	5 2.26
		Sean McMillan	0 0.00	2 4.54	0 0.00	2 4.54
		Steven Haderlie	0 0.00	2 1.60	0 0.00	2 1.60
		<b>Assigned to Individual Total</b>	1 0.68	8 2.86	0 0.00	9 2.62
	Network Operations	Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00

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## Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Network Operations	Jeff Reed	0 0.00	1 59.29	0 0.00	1 59.29
		Kelli Okumura	0 0.00	1 14.30	0 0.00	1 14.30
		Michael Ostrander	0 0.00	6 2.02	2 0.00	8 1.73
		Robert Ryan	0 0.00	2 2.16	0 0.00	2 2.16
		<b>Assigned to Individual Total</b>	0 0.00	11 8.19	2 0.00	13 7.50
	Rural Central Desktop Support	Jay Barfuss	0 0.00	4 0.74	0 0.00	4 0.74
		Jeremy Standifird	0 0.00	2 0.92	0 0.00	2 0.92
		Jessica Purcell	0 0.00	1 0.46	0 0.00	1 0.46
		Rod Montoya	0 0.00	12 0.80	0 0.00	12 0.80
		Todd Hardy	0 0.00	9 1.97	0 0.00	9 1.97
		<b>Assigned to Individual Total</b>	0 0.00	28 1.18	0 0.00	28 1.18
	Rural North Desktop Support	Dane Smith	0 0.00	2 1.05	0 0.00	2 1.05
		Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Hartzell	0 0.00	4 0.32	0 0.00	4 0.32

# Enterprise Incident Report August 2012

As of 9/4/2012

## Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Rural North Desktop Support	Neil Smedley	0 0.00	2 0.43	0 0.00	2 0.43
		Robert Stock	0 0.00	1 2.29	0 0.00	1 2.29
		Wayne Higgs	0 0.00	1 0.80	0 0.00	1 0.80
		<b>Assigned to Individual Total</b>	0 0.00	11 0.74	0 0.00	11 0.74
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.75	0 0.00	1 1.75
		Doug Chaston	0 0.00	7 0.67	0 0.00	7 0.67
		Doug Thornton	0 0.00	6 0.76	0 0.00	6 0.76
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	5 1.71	0 0.00	5 1.71
		Ryan Bennett	0 0.00	4 1.29	0 0.00	4 1.29
		<b>Assigned to Individual Total</b>	0 0.00	26 0.95	0 0.00	26 0.95
	Salt Lake Data Center Operations	Tom Paden	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00

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## Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Voice Operations	Gail Christiansen	0 0.00	3 2.24	0 0.00	3 2.24
		Romanza Hamblin Sorensen	0 0.00	7 0.97	0 0.00	7 0.97
		Assigned to Individual Total	0 0.00	10 1.35	0 0.00	10 1.35
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.84	1 0.84
		Mike Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Spencer Blodgett	0 0.00	1 3.31	0 0.00	1 3.31
		Assigned to Individual Total	0 0.00	2 1.65	1 0.84	3 1.38
	Assigned Group Total		1 0.68	295 2.09	7 0.55	303 2.06
Customer Company Total			1 0.68	295 2.09	7 0.55	303 2.06

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## Natural Resources

## Detail

<b>INC000000491860</b>	James Christensen	Network	None	None		TIR Missed: Yes	19.93
	Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	20.96
<b>INC000000509531</b>	Marshall Robinson	Server	None	None		TIR Missed: Yes	5.17
	Campus Networking	Harry Mingo	Natural Resources	Low	Resolved	TTR Missed: No	5.17
<b>INC000000527593</b>	Phil Douglass	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000546976</b>	Bob Biek	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: Yes	34.03
<b>INC000000549030</b>	James Morgan	Billing	None	None		TIR Missed: Yes	147.44
	Billing	Robert Paul	Natural Resources	Low	Closed	TTR Missed: Yes	147.44
<b>INC000000550917</b>	Alan Spencer	PC/Laptop	Performance	None		TIR Missed: No	0.46
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Closed	TTR Missed: No	0.46
<b>INC000000551815</b>	Jennifer Biggs	Application	Error	None		TIR Missed: No	0.18
	Network Operations	Kelli Okumura	Natural Resources	Low	Closed	TTR Missed: Yes	14.30
<b>INC000000553383</b>	Sarah Siefken	PC/Laptop	Hardware	None		TIR Missed: Yes	1.25
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	1.67
<b>INC000000554005</b>	Bret Dixon	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	8.62
<b>INC000000555062</b>	Darren Debloois	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000555301</b>	Mike Nelson	Network	Performance	None		TIR Missed: Yes	1.52
	Network Operations	Robert Ryan	Natural Resources	Low	Closed	TTR Missed: No	3.38
<b>INC000000555494</b>	Craig Gerber	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000555523</b>	Michele Racker	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000555573</b>	Mike Eriksson	Network	None	None		TIR Missed: Yes	1.03
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: Yes	7.34
<b>INC000000555574</b>	Chad Landress	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.85
<b>INC000000555612</b>	Marlene Mauinatu	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000555677</b>	Dave Cole	Application	Error	None		TIR Missed: No	0.25
	Metro D Hosting	Donny Ford	Natural Resources	High	Closed	TTR Missed: No	0.68
<b>INC000000555936</b>	Vicki Leetham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.29
<b>INC000000556069</b>	Brandon Baugh	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.15
<b>INC000000556123</b>	Gary Peck	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556149</b>	Rex Persons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556253</b>	Adam McKean	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556375</b>	Amanda Bagley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556387</b>	Brad Wolverton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556444</b>	Deena Loyola	Application	None	None		TIR Missed: No	0.38
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.15
<b>INC000000556534</b>	Thu Vo-Wood	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556537</b>	Zane Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556601</b>	Julie Howard	Application	None	Novell GroupWise		TIR Missed: No	0.84
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.84
<b>INC000000556830</b>	Trampas Williams	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556879</b>	Charity Gibson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556886</b>	Vicky Dyson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000556930</b>	Earl Duncombe	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.07
<b>INC000000556987</b>	Jenny Zickgraf	Network	Incident	None		TIR Missed: No	0.51
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.51



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## Natural Resources

<b>INC000000557369</b>	Kurt Coroles	None	None	None		TIR Missed: No	0.86
	Rural North Desktop Support	Neil Smedley	Natural Resources	Low	Closed	TTR Missed: No	0.86
<b>INC000000557392</b>	Cory Fielding	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000557566</b>	Chad Cranney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.16
<b>INC000000557619</b>	Karen Kendall	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000557643</b>	Ted Donaldson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000557659</b>	Cory Fielding	Application	Error	Utah Master Directory		TIR Missed: No	0.78
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.78
<b>INC000000557665</b>	Pam Martin	Application	Error	None		TIR Missed: Yes	1.50
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	1.96
<b>INC000000557840</b>	Rory Levorsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000557975</b>	Sandra Grow	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000557990</b>	Tyre Holfeltz	PC/Laptop	Performance	None		TIR Missed: No	0.51
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	11.76
<b>INC000000557992</b>	Kevin Taylor	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000558136</b>	Pat Stokes	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Medium	Closed	TTR Missed: No	
<b>INC000000558152</b>	Kami Madsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000558159</b>	Wayne Western	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.51
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.51
<b>INC000000558195</b>	Tyler Burningham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000558197</b>	Diana Vos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000558202</b>	Dave Cole	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000558218</b>	Kerry Carpenter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.90
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Closed	TTR Missed: No	0.90
<b>INC000000558236</b>	Vance Mumford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558262</b>	Marni Lee	PC/Laptop	None	None	TIR Missed: No	0.65
	Rural North Desktop Support	Wayne Higgs	Natural Resources	Low Closed	TTR Missed: No	0.80
<b>INC000000558326</b>	Wendy Christensen	None	None	None	TIR Missed: No	0.80
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.80
<b>INC000000558330</b>	Vickie Southwick	None	None	None	TIR Missed: No	0.83
	Metro D Help Desk	Doug Brown	Natural Resources	Medium Closed	TTR Missed: No	0.83
<b>INC000000558335</b>	Mark Hadley	None	None	None	TIR Missed: No	0.89
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	8.13
<b>INC000000558428</b>	Randy Tarantino	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558455</b>	Aaron Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558480</b>	Linda Braithwaite	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558489</b>	Margo Leech	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558521</b>	Linda Braithwaite	None	None	None	TIR Missed: No	0.43
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	0.43
<b>INC000000558533</b>	Jason A Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558540</b>	Greg Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558565</b>	Vicky Clarke	PC/Laptop	Password	None	TIR Missed: No	0.50
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: Yes	13.41
<b>INC000000558580</b>	Mark Hadley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558648</b>	Julie Carter	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.03
	Help Desk	Sarah Johnson	Natural Resources	Low Closed	TTR Missed: No	0.14
<b>INC000000558656</b>	Jenny Zickgraf	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Closed	TTR Missed: No	0.18

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## Natural Resources

<b>INC000000558658</b>	Kerry Carpenter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.45
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low Closed	TTR Missed: No	1.51
<b>INC000000558663</b>	Mark Marcum	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558682</b>	Mike Suflita	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558743</b>	Earlene Russell	Telecom	Feature	Telephone	TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low Closed	TTR Missed: No	1.00
<b>INC000000558781</b>	Robin Watson-Christianson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low Closed	TTR Missed: No	0.16
<b>INC000000558798</b>	Cathryn Smith	Telecom	Feature	Telephone	TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low Closed	TTR Missed: No	1.13
<b>INC000000558800</b>	Julie Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558804</b>	Jennifer Gregerson	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	1.27
<b>INC000000558833</b>	Wyatt Bubak	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558834</b>	Dave Hillier	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Closed	TTR Missed: No	1.58
<b>INC000000558835</b>	Wyatt Bubak	PC/Laptop	Hardware	None	TIR Missed: No	0.64
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low Resolved	TTR Missed: No	0.64
<b>INC000000558927</b>	Laurel Jefferies	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558940</b>	Jason Eddins	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558942</b>	George Gates	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000558950</b>	Sheri Sasaki	PC/Laptop	Virus	None	TIR Missed: No	0.68
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	2.73
<b>INC000000558966</b>	Rory Levorsen	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000559006</b>	Margo Leech	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.00

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<b>INC000000559076</b>	Stephen Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559093</b>	Kurt Coroles	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559111</b>	Kurt Coroles	None	None	None	TIR Missed: No	0.00
Network Operations	Michael Ostrander	Natural Resources	Medium	Closed	TTR Missed: No	0.00
<b>INC000000559177</b>	Alison McCluskey	Network	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559185</b>	Paul Baker	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559226</b>	Julie Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559247</b>	Daniel Keller	PC/Laptop	Password	None	TIR Missed: Yes	1.33
Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	1.33
<b>INC000000559268</b>	Stephine Matkin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.58
Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	2.80
<b>INC000000559304</b>	Ken Krahulec	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559380</b>	James Kirkland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559423</b>	Megan Blackwelder	None	None	None	TIR Missed: Yes	2.31
Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	2.41
<b>INC000000559428</b>	Ryan Paul	Application	Error	Internet Explorer	TIR Missed: Yes	1.62
Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	1.62
<b>INC000000559439</b>	Thomas Dempster	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559472</b>	Darren Simons	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559477</b>	Thomas Dempster	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559601</b>	Boyd Phillips	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559625</b>	Mark Buettner	Network	Performance	None	TIR Missed: No	0.45
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.45

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## Natural Resources

<b>INC000000559711</b>	Sheri Sasaki	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.11
<b>INC000000559730</b>	Amy Chadburn	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.11
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	1.11
<b>INC000000559798</b>	Stephine Matkin	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559807</b>	Margo Leech	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559926</b>	Sarah Siefken	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559966</b>	Carl Mackley	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000559999</b>	Amy Chadburn	Network	Performance	None		TIR Missed: No	0.99
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	0.99
<b>INC000000560009</b>	Alison McCluskey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.52
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	5.65
<b>INC000000560026</b>	Rick Allis	Network	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000560054</b>	Mike Melton	None	None	None		TIR Missed: No	0.21
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	0.21
<b>INC000000560061</b>	Greg Hansen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	2.01
<b>INC000000560072</b>	Cory Maylett	Application	Reporting	None		TIR Missed: No	0.82
	Capitol Hosting	Joe Benson	Natural Resources	Low	Resolved	TTR Missed: No	0.99
<b>INC000000560091</b>	Robert Ressetar	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000560497</b>	Stephen Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.49
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.41
<b>INC000000560568</b>	Jacob Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	16.62
<b>INC000000560591</b>	Dave Hillier	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	1.35
<b>INC000000560618</b>	Dave Hillier	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000560658</b>	Makeda Hanson	Network	Error	None		TIR Missed: Yes	1.38
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	3.94
<b>INC000000560694</b>	James Hatch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000560702</b>	Ruby Jo Anderson	Application	Error	PDF Complete		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000560727</b>	Dennis Ingram	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	2.23
<b>INC000000560733</b>	Chad Cranney	Telecom	None	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Spencer Blodgett	Natural Resources	Low	Closed	TTR Missed: No	3.31
<b>INC000000560804</b>	Andrew Goodwin	None	None	None		TIR Missed: No	0.70
	Campus Networking	Jordy Davis	Natural Resources	Medium	Closed	TTR Missed: No	0.70
<b>INC000000560853</b>	Jenny Zickgraf	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.26
<b>INC000000560864</b>	Jenny Zickgraf	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.17
<b>INC000000561022</b>	Gayle Allred	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561036</b>	David Horsley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000561038</b>	Dave Hillier	Remote Connectivity	Error	None		TIR Missed: No	0.71
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.72
<b>INC000000561109</b>	Jenny Stucki	Network	Incident	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Tom Paden	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561124</b>	Brandon Baugh	None	None	None		TIR Missed: No	0.00
	Network Operations	Cory Greenwell	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561243</b>	Rachel Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561254</b>	Mark Milligan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561278</b>	Candelyn Paxton	Network	Incident	None		TIR Missed: No	0.21
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Closed	TTR Missed: No	1.96
<b>INC000000561300</b>	Mark Milligan	PC/Laptop	Password	None		TIR Missed: No	0.25
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.77

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## Natural Resources

<b>INC000000561311</b>	Earlene Russell	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.13
<b>INC000000561400</b>	Dave Hillier	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561440</b>	Martha Hayden	None	None	None		TIR Missed: No	0.04
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	4.52
<b>INC000000561524</b>	Nicholas Butler	Network	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561597</b>	Stephen Rutter	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.67
<b>INC000000561631</b>	Joseph Donnell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	2.62
<b>INC000000561728</b>	Wade Cavender	Telecom	None	None		TIR Missed: Yes	1.71
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	3.35
<b>INC000000561746</b>	Zane Olsen	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561772</b>	Chris Wilson	Mobile Devices	Error	Novell GroupWise		TIR Missed: Yes	1.12
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	3.82
<b>INC000000561783</b>	Justin Dolling	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000561952</b>	Bill Lund	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.81
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	1.81
<b>INC000000562029</b>	Steve Newton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562068</b>	Linda Braithwaite	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562116</b>	Jim M Davis	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562157</b>	Earlene Russell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562164</b>	Marlene Mauinatu	Telecom	Call Management	Avaya IP Softphone		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	5.98
<b>INC000000562262</b>	Grant Willis	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000562571</b>	Aaron Farmer	Network	Performance	None		TIR Missed: No	0.64
	Network Operations	Robert Ryan	Natural Resources	Low	Closed	TTR Missed: No	0.94
<b>INC000000562582</b>	Gayle Allred	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562656</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562657</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000562712</b>	Steven Haws	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563060</b>	Janae Wallace	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.14
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.30
<b>INC000000563074</b>	Steve Garrick	PC/Laptop	None	None		TIR Missed: Yes	2.29
	Rural North Desktop Support	Robert Stock	Natural Resources	Low	Closed	TTR Missed: No	2.29
<b>INC000000563110</b>	Becky Johnson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563115</b>	Randy Kaufman	Telecom	Area Code	Telephone		TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	0.11
<b>INC000000563290</b>	Torrey Christophersen	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000563317</b>	Doug Sakaguchi	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.08
<b>INC000000563319</b>	Christopher Quick	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563320</b>	Ronald Nielsen	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.05
<b>INC000000563326</b>	Earlene Russell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563338</b>	Scott Zeidler	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563375</b>	Leon Tate	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000563377</b>	Leon Tate	Telecom	Call/Receive	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00



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## Natural Resources

<b>INC000000563532</b>	Norma Janko	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563557</b>	Natalie Harmon	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	3.31
<b>INC000000563578</b>	Julie Carter	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563580</b>	Earlene Russell	Telecom	None	None	TIR Missed: No	0.38
	Application Services	Danielle Hood	Natural Resources	Low Closed	TTR Missed: No	1.23
<b>INC000000563588</b>	Karl Houskeeper	Network	Performance	None	TIR Missed: Yes	1.77
	Network Operations	Jeff Reed	Natural Resources	Low Resolved	TTR Missed: Yes	59.29
<b>INC000000563589</b>	Leon Tate	Telecom	None	None	TIR Missed: No	0.05
	Voice Operations	Gail Christiansen	Natural Resources	Low Closed	TTR Missed: No	0.62
<b>INC000000563591</b>	Julie Carter	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563604</b>	Aaron Farmer	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563778</b>	Boyde Blackwell	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563819</b>	Mike Nelson	None	None	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Natural Resources	Medium Closed	TTR Missed: No	
<b>INC000000563837</b>	Natalie Harmon	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	5.54
<b>INC000000563843</b>	Danielle Mills	Network	Error	None	TIR Missed: No	0.37
	Campus Networking	Jordy Davis	Natural Resources	Medium Closed	TTR Missed: No	0.37
<b>INC000000563873</b>	Margo Leech	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000563882</b>	Natalie Boren	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.42
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.42
<b>INC000000563940</b>	Dawn Larsen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Closed	TTR Missed: No	0.15
<b>INC000000564109</b>	Sean Davis	Application	Password	None	TIR Missed: No	0.55
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	1.38
<b>INC000000564222</b>	Natalie Harmon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000564246</b>	Angie Van Scoyk	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564356</b>	Justin Dolling	Application	Error	Novell GroupWise		TIR Missed: Yes	1.09
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	4.72
<b>INC000000564372</b>	Terri Pope	Application	Password	Microsoft Access		TIR Missed: Yes	1.11
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Closed	TTR Missed: No	1.25
<b>INC000000564481</b>	Dave Hillier	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564525</b>	Blair Stringham	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564620</b>	Brandon Baugh	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.03
<b>INC000000564700</b>	James Coroles	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564717</b>	Mike Nelson	Network	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.59
<b>INC000000564772</b>	Kurt Coroles	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000564800</b>	Gregg Beukelman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	7.17
<b>INC000000564887</b>	Terry Howick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564908</b>	Terry Heath	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000564961</b>	Tammy Wright	Application	Error	Adobe Media Player		TIR Missed: No	0.60
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.72
<b>INC000000564999</b>	Travis Hancock	Telecom	Call/Receive	Telephone		TIR Missed: No	0.57
	Voice/Data/WAN Services	Greg Blessing	Natural Resources	Medium	Resolved	TTR Missed: No	0.84
<b>INC000000565032</b>	Marc Stilson	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.16
<b>INC000000565040</b>	Peter Nielsen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000565044</b>	Sonja Heuscher	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000565071</b>	Adam Brewerton	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565108</b>	Bryanna Robinson	PC/Laptop	Performance	None	TIR Missed: Yes	1.15
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Resolved	TTR Missed: No	1.15
<b>INC000000565123</b>	Amy Vande Voort	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565157</b>	Carl Gramlich	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565209</b>	Jason Stettler	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low Closed	TTR Missed: No	0.94
<b>INC000000565214</b>	Tana Pickett	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low Closed	TTR Missed: No	0.89
<b>INC000000565257</b>	Scott Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565276</b>	Randy Staker	Application	Error	State Payroll System	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565281</b>	Kevin Wells	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000565285</b>	Ted Donaldson	Application	Error	Novell GroupWise	TIR Missed: No	0.91
	Rural South Desktop Support	Cheri Oldham	Natural Resources	Low Closed	TTR Missed: No	1.75
<b>INC000000565556</b>	Doug Lukes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000565610</b>	Jackie Watson	Application	Error	WordPerfect Office 2002	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000565629</b>	Diana Ludwig	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Resolved	TTR Missed: No	0.84
<b>INC000000565631</b>	Kevin Lazenby	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Resolved	TTR Missed: No	0.82
<b>INC000000565697</b>	Sharon Preslar	None	None	None	TIR Missed: No	0.02
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	1.41
<b>INC000000565711</b>	Dave Cole	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.25
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	1.90
<b>INC000000565742</b>	Connie Shipman	PC/Laptop	Hardware	None	TIR Missed: No	0.21
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.87

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## Natural Resources

<b>INC000000565841</b>	Tracy Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000565842</b>	Starr Soliz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000565906</b>	Roger Wilson	Application	Error	None	TIR Missed: No	0.10
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	1.09
<b>INC000000565923</b>	Lance Weaver	Network	Error	None	TIR Missed: No	0.64
	Metro D Hosting	Donny Ford	Natural Resources	Low Resolved	TTR Missed: No	2.12
<b>INC000000566073</b>	Jenny Zickgraf	None	None	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566122</b>	Drew Cushing	Mobile Devices	Error	iPhone	TIR Missed: No	0.07
	Application Services	Dustin Crump	Natural Resources	Low Resolved	TTR Missed: No	0.66
<b>INC000000566138</b>	Nicole Dennison	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566151</b>	Tony Wright	Network	Error	None	TIR Missed: No	0.31
	Rural South Desktop Support	Lane Adams	Natural Resources	Low Resolved	TTR Missed: No	0.31
<b>INC000000566220</b>	Heather Evans	Application	Error	Gmail	TIR Missed: No	0.54
	Application Services	Danielle Hood	Natural Resources	Low Resolved	TTR Missed: No	2.75
<b>INC000000566277</b>	Jason D. Jones	Network	Error	Internet Explorer	TIR Missed: Yes	8.06
	Network Operations	Michael Ostrander	Natural Resources	Low Resolved	TTR Missed: Yes	9.00
<b>INC000000566313</b>	KD Perkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566318</b>	Janette Lucero	Network	None	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566351</b>	Nicole Dennison	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.47
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.75
<b>INC000000566377</b>	KD Perkins	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566389</b>	Susie Campagna	Application	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566391</b>	Dana Dredge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000566433</b>	Jason Tull	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000566440</b>	Heather Evans	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.30
<b>INC000000566592</b>	Zane Olsen	PC/Laptop	Hardware	None		TIR Missed: Yes	1.25
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	1.25
<b>INC000000566693</b>	Nathan Long	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000566896</b>	Connie Shipman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	
<b>INC000000566906</b>	Gayle Allred	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000566907</b>	Jason Tull	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.03
<b>INC000000567091</b>	Kendall Farnsworth	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567292</b>	Dennis Ingram	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567299</b>	Tom Munson	Application	Error	Novell GroupWise		TIR Missed: No	0.06
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.40
<b>INC000000567313</b>	Janette Lucero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567338</b>	Tiffany Reyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567592</b>	Jo Ogea	PC/Laptop	Hardware	None		TIR Missed: No	0.55
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	6.29
<b>INC000000567871</b>	Lucia Malin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567875</b>	Tiffany Reyes	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000567936</b>	Richard Powell	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568113</b>	Jason Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568180</b>	Randy Staker	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	3.98

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## Natural Resources

<b>INC000000568239</b>	Elizabeth Kovacs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568240</b>	Rosalee Nolton	Telecom	Coverage Path	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.85
<b>INC000000568277</b>	Aaron Farmer	Network	None	None		TIR Missed: No	0.48
	Network Operations	Michael Ostrander	Natural Resources	Low	Resolved	TTR Missed: No	0.48
<b>INC000000568536</b>	Dana Dolsen	PC/Laptop	Virus	None		TIR Missed: No	0.42
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.44
<b>INC000000568560</b>	Bryan Christensen	Application	Error	Internet Explorer		TIR Missed: No	0.77
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	4.44
<b>INC000000568576</b>	Therese Meyer	Application	Error	Internet Explorer		TIR Missed: No	0.67
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	17.79
<b>INC000000568594</b>	Chris Haller	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.23
<b>INC000000568793</b>	Angela Nance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568888</b>	Stephen Hansen	Application	None	Microsoft Word		TIR Missed: No	0.40
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	4.85
<b>INC000000568939</b>	Karen Kendall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568942</b>	Krysta Belt	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000568958</b>	Krysta Belt	Application	Error	None		TIR Missed: No	0.16
	Metro D Hosting	Donny Ford	Natural Resources	Low	Resolved	TTR Missed: No	3.61
<b>INC000000569017</b>	Helen Sadik-Macdonald	Application	Error	None		TIR Missed: No	0.08
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	13.13
<b>INC000000569110</b>	Cheryl Heying	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000569121</b>	Angela Nance	Application	Error	Action Request System		TIR Missed: No	0.23
	Internal Application Development	Beth Hendricks	Natural Resources	Low	Resolved	TTR Missed: No	0.39
<b>INC000000569140</b>	Pam Martin	Telecom	Voice Mail	Telephone		TIR Missed: No	0.90
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	1.34
<b>INC000000569219</b>	Richard Hawkins	Application	Error	Droid		TIR Missed: No	0.05
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	0.05

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## Natural Resources

<b>INC000000569347</b>	Tiffany Reyes	None	None	None		TIR Missed: No	0.57
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	2.95
<b>INC000000569374</b>	Pam Martin	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000569422</b>	Staci Coons	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000569561</b>	Tom Munson	Application	None	Novell GroupWise		TIR Missed: No	0.23
	Application Services	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: No	4.43
<b>INC000000569610</b>	Don Staley	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.59
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.78
<b>INC000000569644</b>	Lucas Borgstrom	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.15
<b>INC000000569745</b>	Cory Maylett	Server	None	None		TIR Missed: No	0.44
	Metro D Hosting	Donny Ford	Natural Resources	Low	Resolved	TTR Missed: No	4.33
<b>INC000000569841</b>	Dana Dredge	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: Yes	1.01
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Resolved	TTR Missed: Yes	7.11
<b>INC000000569992</b>	Dustin Doucet	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570068</b>	Bob O'Brien	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570155</b>	Craig Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570201</b>	Dawna Capaldi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570359</b>	Tyre Holfeltz	Application	Error	Microsoft PowerPoint		TIR Missed: No	0.31
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	7.17
<b>INC000000570369</b>	Ken Ludwig	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	1.95
<b>INC000000570373</b>	Nathan Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	1.93
<b>INC000000570612</b>	Jackie Watson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570685</b>	Camron Radmall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000570687</b>	Camron Radmall Metro D Desktop Support	Network Dusty Serr	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000570840</b>	Carmen McDonald Metro D Desktop Support	None Paul Gedge	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000570962</b>	Vicki Summers Rural North Desktop Support	None Lori Hartzell	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571049</b>	Gayle Allred Help Desk	Application James Stearns	Password Natural Resources	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571060</b>	James Greer Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571079</b>	Mark Farmer Rural Central Desktop Support	Application Rod Montoya	Error Natural Resources	Microsoft Windows XP Professional Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.35
<b>INC000000571083</b>	Emily Berry Metro D Help Desk	Application John Robinson	Error Natural Resources	Microsoft Access Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571186</b>	Lynn Kunzler Metro D Help Desk	None Doug Brown	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571236</b>	Wade Hovinga Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571462</b>	Shauna Haws Help Desk	Application Julie VanBeekum	None Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571516</b>	John Good Metro D Hosting	None Donny Ford	None Natural Resources	None Low	TIR Missed: No Resolved TTR Missed: No	0.29 0.56
<b>INC000000571715</b>	Patricia Engel Metro D Help Desk	Application Doug Brown	None Natural Resources	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571733</b>	Carl Mackley Metro D Help Desk	Application John Robinson	Error Natural Resources	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000571855</b>	Jason Robinson Metro D Help Desk	Application John Robinson	Error Natural Resources	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000572001</b>	Dawn Larsen Help Desk	Application Julie VanBeekum	Password Natural Resources	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.29 0.48